



PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Baggenstoss et al.

Serial No.: **10/733,137**

Filed: **December 11, 2003**

For: **Managing the Selection of Performance
Interventions in a Contact Center**

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) Examiner: **Chan, Wing F.**
)
) Art Unit: **2614**
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) Confirmation No. **8268**
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INFORMATION DISCLOSURE STATEMENT

Mail Stop Amendment
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

Sir:

The citation of information on the attached Form PTO-1449, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98.

This Information Disclosure Statement ("IDS") is being filed under 37 C.F.R. § 1.97(b) before the mailing date of a first Office Action on the merits (37 C.F.R. § 1.97(b) (3)). No fee is required. In the event that a first Office Action on the merits has been issued, please consider this IDS under 37 C.F.R. § 1.97(c) and charge Deposit Account No. 11-0980 a fee in the amount of \$180.00 as required by 37 C.F.R. § 1.17(p).

07/06/2006 FMETEKI1 00000059 110980 10733137

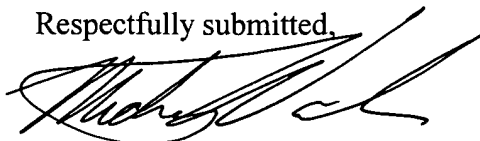
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I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on June 28, 2006.

Michael L. Wach, Reg. No. 54,517

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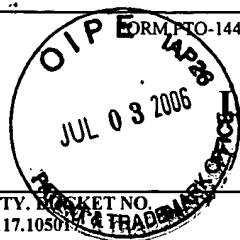
Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Michael L. Wach', written over a horizontal line.

Michael L. Wach
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4140133

FORM PTO-1449, Adapted

**LIST OF INFORMATION DISCLOSED BY APPLICANT***(Use several sheets if necessary)*

ATTY. MARK 07117.10501	SERIAL NO. 10/733,137	FILING DATE December 11, 2003
APPLICANT Baggenstoss et al.		GROUP 2614

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	5,278,898	1/11/1994	Cambray et al.	379	266	5/30/1991
	AB	6,704,410 B1	3/9/2004	McFarlane et al.	379	265.05	6/1/2000
	AC	6,856,680 B2	2/15/2005	Mengshoel et al.	379	265.06	9/24/2001
	AD	7,043,193 B1	5/9/2006	Vashi et al.	434	353	8/15/2000
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						

FOREIGN PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
						YES	NO
	AK	WO 2006/039670 A2	4/13/2006	PCT	Knowlagent, Inc.		
	AL						
	AM						

OTHER REFERENCES *(Including Author, Title, Date, Pertinent Pages, Etc.)*

	AN		Genesys; <i>Genesys and SLS Implement a Next Generation Skills Based Routing Solution for O₂</i> ; News Release; May 10, 2005
	AO		Silver Lining Solutions; <i>Agent Skills Management for Genesys</i> ; Downloaded June 26, 2006 from www.silverlining.uk.net/genesys
	AP		
	AQ		

4140160

EXAMINER	DATE CONSIDERED
EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	